



DEPARTMENT OF THE ARMY  
OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1  
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June 29, 2004

MEMORANDUM FOR ALL REGIONAL CIVILIAN HUMAN RESOURCES DIRECTORS


SUBJECT: Questions and Issues Pertaining to Foreign Entitlements, Civilian Human Resources Agency (CHRA) Guidance Memo No. **13-04**

The purpose of this memo is to implement a process for addressing questions and issues posed by Human Resources (HR) professionals on various topics pertaining to foreign entitlements. Such items include, but are not limited to, Living Quarters Allowance (LQA), Separate Maintenance Allowance (SMA), Temporary Quarters Subsistence Allowance (TQSA), Renewal Agreement Travel (RAT), etc. The Civilian Human Resources Agency (CHRA) has assembled a group of subject matter experts (SMEs) from each region for this purpose. A listing of the designated individuals is provided at enclosure and future updates will be made by CHRA as necessary. The new process, effective immediately, is outlined as follows:

- Questions and issues identified by operations and advisory centers will first be researched locally. After all sources have been exhausted, questions should be addressed through the CHRA point of contact on this subject.
- For policy-related questions, CHRA will review and elevate as necessary. HR professionals from the operations and advisory centers should refrain from contacting headquarters-level staff directly.
- For operational questions, CHRA will receive the questions and, in turn, forward to the SME group with one member designated on a rotational basis. The SME will research and coordinate any comments from other members. Responses, which must be derived from regulation or official procedural guidance, should be sent to the CHRA point of contact within three business days unless additional research is necessary. If a SME needs additional time or is unable to respond to a particular question, the SME must coordinate with CHRA for re-routing or elevation.
- CHRA will review the responses to determine if there are any resulting procedural issues and provide the final responses to the foreign entitlements working group and the requestor, if outside of the group.
- The CHRA website will be modified to include a foreign entitlements *Frequently Asked Questions* (FAQs) section so responses and references are available to all HR professionals.

The CHRA point of contact is Lynn Swingle, commercial 410-306-1758, DSN 458-1758 or e-mail to [lynn.swingle@chra.army.mil](mailto:lynn.swingle@chra.army.mil).

FOR THE DEPUTY CHIEF OF STAFF, G1:

  
Michael L. Vajda  
Director, Civilian Human  
Resources Agency

Enclosure

As of June, 2004

North Central	Jeanne Kessler Mary Anne Mason Rhonda Lindsey
Northeast	Susan Parker Peter Hosutt
South Central	Emery Lee Josh Hawkins
West	Debra Dalton Patricia Mendoza
Southwest	Raymona McMurray Tina Newbanks Jeana Nolan Becky Rauch Katherine Schmidt
Europe	Brigitte Brown
Pacific	Lisa Davis Jamie Redman
Korea	Jodi Chester Paulette Holmes Paigeant Hill

Enclosure